

## Relay Your Way®

The logo graphic for "Relay Your Way" features a cluster of five black dots of varying sizes arranged in a circular pattern. From the bottom-left dot, three curved lines extend downwards and to the left, ending near the text "Relay Your Way".

### True Caller ID via CapTel

Hamilton ensures that FCC compliant Caller ID services will be provided to CapTel users of Pennsylvania. The FCC has required that when a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party. CTI has been providing True Caller ID which passes along the 10-digit number of the person calling since August 1, 2005.

The actual identity of the Calling Party is presented to the Called Party's Caller ID box (True Caller ID). With True Caller ID, the Called Party may not know that they received a call via the CapTel service. Also if the Calling Party blocks their Caller ID, the Called Party does not receive any Caller ID information, functionally equivalent to a normal telephone call.

### Call-Waiting via CapTel

Call-waiting is supported by 2-line CapTel. When the CapTel user hears (or reads in the captions) the "beep" telling him/her a second call is coming in, the party would simply press the FLASH button on their CapTel phone. The CapTel user's second caller will be on-line, and the CapTel user will receive captions of the conversation. The CapTel user will still receive captions of their first conversation, if/when they return to the first caller by pressing the FLASH button again.

No charges will be assessed to CapTel users for these local exchange non-basic services beyond what the user pays their LEC for these services.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

*o. Maintain user profiles at the option of users, which may include such information as frequently called numbers, preferred carriers, and user's email address for notification purposes. Such information is to be afforded the same confidential treatment as the contents of calls made. Transfer user profiles to new service provider at the end of the contract/extension period if so directed by Commission or requested by users. Absent specific alternate instructions from Commission or users, destroy user profiles at the end of the contract/extension period.*

Hamilton understands and will comply. The CapTel Database Profile Request form includes speed dialing, preferred carrier, and user's email address for notification purposes. Speed dialing is built directly into the CapTel phone's dialing directory. Hamilton ensures that User profiles will be treated in the same confidential manner as the contents of the calls made. Hamilton will

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transfer User profiles to a new service provider at the end of the contract/extension period as required by FCC rules.

Following is the CapTel Database Profile Request form.

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Pennsylvania CapTel

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## CapTel Database Profile Request

Date Contacted:

State Program:

Name:

Email:

Street Address:

City, State, Zip:

Customer's ESN:

Area Code and Phone Number:

### Options:

☐ Preferred Carrier of Choice (COC) =   
(preferred long distance service)

☐ Remove 900 call block ☐ Request 900 call block

☐ Block the following phone numbers for outgoing calls: (e.g. 411)

☐ Spanish to Spanish requested

Customer Service Representative: s)

Entered into Database by:  (initials)

Date Database Entry Completed:

Completion confirmed with customer by

Mail to: CapTel Customer Service

Ultratec, Inc.  
450 Science Drive  
Madison, WI 53711  
Or: Fax 608-238-3008

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*p. Provide appropriate billing information for toll/IXC (interexchange) calls to appropriate billing entities. Route toll/IXC calls to and from users via the originating party's preferred carrier of choice. Prospective contractors must detail how calls will be routed and billed if the originating caller does not have a specified preferred carrier of choice.*

To encourage interexchange carrier participation, election of carrier of choice is advertised to CapTel users. CTI then asks requested carriers to participate in equal access.

**All billing is performed by the customer's long distance carrier of choice. All billing information is routed to the customer's carrier during the outbound call setup. The carrier provides accurate billing to the customer using the same process used for regular non-CapTel calls.**

Hamilton ensures that CTVRS users will have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CapTel phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

Hamilton will inform CapTel users of the need to designate a long distance carrier for long distance CapTel calls and the consequences of not making such a designation through a variety of outreach methods including newsletters, outreach events, the website, etc. Following is the type of message that Hamilton will use to provide this education to CapTel users.

## **What CapTel users need to know about long distance calling:**

If a customer needs to make long distance calls with CapTel, they must register their existing long distance service or calling plan with CapTel Customer Service to ensure that any long distance charges are billed under their current long distance provider.

If they do not register a preferred long distance provider with CapTel, any long distance captioned calls they make will be automatically billed by their state's TRS long distance carrier, at their long distance rate (which varies by state). There is no charge to customers for using the CapTel captioning service.

## **What Voice Users Who Call a CapTel User Needs to Know**

People who call a CapTel user via long distance should also inform CapTel Customer Service of their long distance provider, to ensure their long distance calls to a CapTel user are billed under their existing long distance service.

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If a voice user who calls a CapTel user does not let CapTel know their preferred long distance provider, any long distance captioned calls they place to a CapTel user will be charged on their phone bill under that state's TRS long distance carrier, at that state's long distance rate (which varies).

Following is an email that was sent to state relay administrators and equipment program administrators in May of 2006.

"Effective June 1, 2006 all voice-in calls to the CapTel Captioning Service will receive a new voice greeting that alerts callers to the possibility of Long Distance charges, and gives callers an option to find out more information. If callers press the # key for more information, a voice recording lets them know they can register their preferred Long Distance carrier of choice with CapTel Customer Service, and gives them contact information. The greeting then continues as before, instructing callers how to proceed with their call.

"Thank you for calling the Captioned telephone service. For long distance calls, be sure to register your preferred carrier of choice. For additional information press pound. (short pause) Please enter the area code and phone number of the person you are calling followed by the pound sign."

When the pound sign is pressed

"FCC rules require billing of long distance calls. You may arrange to have your calls billed to your established calling plan by registering your phone number with CapTel Customer Service at 1-888-269-7477"

If the caller has already heard the message and chooses to ignore it, the message will stop automatically when they continue to enter the phone number.

Because CapTel provides service to all states from a common call center and a common customer service group, the number of work hours for carrier participation is not specific to a single state's service and therefore is not available.

*g. Respond to complaints and service, network, or equipment inquiries from users and/or the Commission in a timely and professional, responsive manner. Provide and maintain contact information for handling and escalating complaints and service, network, or equipment inquiries. Any situation that has caused or will cause complaints from more than five (5) users or that has or will last more than five (5) hours in duration must be brought to the Commission's attention and to all users' attention as soon as it is realized that the situation has met or will meet these parameters. Periodic status reports,*

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*an all-clear report, and a subsequent root-cause analysis will be required as specified by the Commission in accordance with the nature of the situations as they arise. Each failure to provide any of the requisite notices or reports will be a separate breach of the contract. See Appendix D for the applicable SLA.*

Hamilton and its subcontractor will respond to all complaints and service, network or equipment inquiries from users and/or the Commission in a timely and professional manner. As discussed previously in Section IV.-2(b) and Appendix G, Hamilton has provided and will maintain contact information for handling and escalating complaints and service, network or equipment failures.

Hamilton will bring items contained in Appendix G to the PUC's attention. Hamilton will provide all-clear reports once any issues are resolved.

CTI has established procedures for handling complaints regarding CapTel Service and will report all complaints to Hamilton. CapTel Customer Service and the toll free 800 number will be staffed from 8:00 AM to 5:00 PM Central Time, Monday through Friday.

**The CapTel Customer Service Department receives expression of concerns and requests for assistance via email, phone, or fax. Each complaint is addressed promptly by one of CTI's representatives with the goal of 'same day service' when technically feasible. Hamilton will resolve all complaints – if they contact the CapTel Customer Service Department directly, if they contact the Hamilton Relay Customer Service Department or the regulatory body. Hamilton will ask the customer for all pertinent information regarding the complaint and will explain that Customer Service will contact them again after investigating the complaint.**

Customers can call Hamilton for any complaint or trouble reporting 24 hours a day seven days a week. We are ALWAYS available to customers. Some CTVRS users will automatically contact Captioned Telephone Inc. directly rather than the Hamilton Customer Service Department.

Hamilton can handle all CTVRS trouble reports even after hours and will act immediately to restore service to CTVRS users.

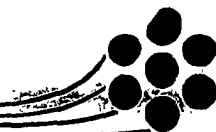
All complaints received by supervisors, either verbally or in writing, are documented including their resolution, kept on file and are available to the Commission upon request. Hamilton will provide timely, sufficient information to the PUC regarding complaints to enable the PUC to maintain the complaint log and submit the summary required by the FCC on an annual basis. Hamilton will submit copies of complaints to the PUC on a monthly basis.

**Hamilton is unable to accept the following Sections and has listed this as an exception in the Attachment to the Transmittal Letter:**

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1. Any situation that has caused or will cause complaints from more than five (5) users or that has or will last more than five (5) hours in duration must be brought to the Commission's attention and to all users' attention as soon as it is realized that the situation has met or will meet these parameters.
2. Periodic status reports and Root-cause analysis as specified by the Commission in accordance with the nature of the situations as they arise.
3. Each failure to provide any of the requisite notices or reports will be a separate breach of the contract.
4. Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton verifies that the procedure for resolving complaints is complete, therefore there is no time estimate associated with completion of this task.

*r. Explain how quality and quantity of CTVRS service will be measured and how failures to meet standards and expectations will be detected and recorded. Prospective contractors must propose a system of penalties to apply in the event of failure to meet requisite standards and expectations, to the extent not otherwise specified in this RFP.*

One way that quality is measured is through the CA testing program which requires a proficiency level for CapTel CAs of 130 WPM speed of transcription with a 2% or less Error Rate and 98% accuracy requirement in a testing environment.

Quality is also measured in terms of answer performance by means of staffing. Hamilton ensures that adequate staffing will be supplied to provide CapTel users, under the agreed upon volumes, with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons.

Hamilton ensures that service standards relating to answer speed will be met including those times of increases or spikes in call volume. CTI is able to manage call volume easily because the States that have full CapTel service available typically have a limit on the number of CapTel users for the first day of service and also a limit on the number of additional users that can be added per month. CTI also tracks the number of CapTel phones distributed to users. Combining this with an average length of each call allows CTI to predict the number of Captioning Assistants that are needed. CTI provides adequate trunking capacity, CA work stations, personnel staffing, and equipment capacity to meet the current FCC Standard of 85% of all calls answered within 10 seconds on a daily basis including abandons.

In addition, Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning

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Center at the busiest hour.

In addition, CTI also has reporting mechanisms and alarm systems to detect and record failures.

Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

s. *Maintain an average speed of answer of 9.9 seconds or less for 85% of the calls on a daily basis. Provide sufficient call center capacity such that abandoned or lost calls do not exceed 2% of total call volume. These standards apply separately to calls in queue for party-to-party calls and to calls in queue for a supervisor. Two-line call and single-line call should be measured separately unless they are in the same queue. See Appendix D for the applicable SLA.*

*As amended in the State's responses to Pre-filed questions RFP 2005-2 CTVRS Section IV-2.s. and Appendix D. In regards to the requirement for answer speed.*

*The State has decided the applicable standard for the term of the contract will be Federal Communications Commission minimum standard as stated:*

*TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.*

Hamilton understands that TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold.

Hamilton ensures that adequate staffing will be supplied to provide CapTel users, under the agreed upon volumes, with an average answer speed of 85% of all calls answered within 10 seconds on a daily basis including abandons. As a CapTel provider in other states, Hamilton communicates with CTI frequently to project future demand so all standards can be met.

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Hamilton ensures that service standards relating to answer speed will be met including those times of increases or spikes in call volume. CTI is able to manage call volume easily because each State that has full CapTel service available has a limit on the number of CapTel users for the first day of service and also a limit on the number of additional users that can be added per month. Combining this with an average length of each call allows CTI to predict the number of Captioning Assistants that are needed. CTI provides adequate staffing to meet the current FCC Standard of 85% of all calls answered within 10 seconds on a daily basis including abandons. At this time, all CapTel statistics are compiled into one queue with the data provided on a national basis.

Adequate network facilities are used with the provision of CapTel so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour.

Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

1. *Explain how users and the Commission will be kept advised of changes to service and of the status and expected resolution of any service-affecting conditions. Seven (7) days advance notice to the Commission and registered users is required for any changes affecting more than 5% of the registered users. Forty-eight hours notice is required for any notice affecting 5% or less of the registered users. For any after-the-fact notice, notice must be provided to the Commission within five (5) hours if equivalent alternate service has been placed in service with no break in service. Breaks in service require immediate notice to the Commission and notice to registered users as to how to obtain equivalent alternate service in the interim.*

### Plans to Inform the State of Technological Advances

Hamilton will notify the PUC 7 days in advance of any change in the CapTel service which is likely to affect more than 5% of all registered CTVRS users provided that such changes in the CapTel Service are known at least 20 days prior. For other changes which will affect users,

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Hamilton will give at least 2 days notice, provided such changes are known to CTI at least 10 days prior.

Hamilton will use a variety of communication methods to inform the PUC and users of new developments or products such as formal letters, e-mail, (or phone conversations with the PUC) when appropriate.

u. *Maintain and publicize a point of contact within the contractor's organization for user and Commission questions and complaints if the contractor does not plan to actively operate the CTVRS system in-house and on-premises. Minutes spent talking with this point of contact and in escalation activities are not compensable as CTVRS minutes even if CTVRS services are required to handle the communication.*

**As amended in the State's Summary of Pre-proposal Conference**

*Section IV-2.u. regarding call minutes spent talking to the CTVRS point of contact or in escalation activities not be billed under the resulting contract.*

*Decision: The Vendors will each follow up with the subcontractor on their capability to provide call minute separation for complaint/escalation and website/user information activities. If the subcontractor cannot currently provide such separation, the vendor should indicate this in its bid response and include a statement that the vendor will commit to work with the subcontractor to develop that capability during the initial contract period.*

Todd Behanna will be the PUC's direct contact for complaints, consumer information or any other needs. Todd's contact information follows:

Todd Behanna, Contract Manager  
Hamilton Relay  
8383 Greenway Blvd., Suite 90  
Middleton, WI 53562  
TTY: 800-600-7826  
Fax: 608-827-0402

E-Mail: [todd.behanna@hamiltonrelay.com](mailto:todd.behanna@hamiltonrelay.com)

Hamilton is unable to provide call minute separation for complaint/escalation and website/user information activities performed through CapTel service. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

There is no time estimate associated with completion of this task.

Hamilton Telephone Company d/b/a Hamilton Telecommunications  
Tab 3 Work Plan

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v. *Maintain and publicize a website and toll-free service with user and potential user information and contractor contact information. Minutes spent talking with in accessing such information are not compensable as CTVRS minutes even if CTVRS services are required to handle the communication.*

**As amended in the State's Summary of Pre-proposal Conference**

**Section IV-2.v. Disallows call minutes spent discussing with a caller information included on the required website or in accessing potential user information.**

**Decision:** *The Vendors will each follow up with the subcontractor on their capability to provide call minute separation for complaint/escalation and website/user information activities. If the subcontractor cannot currently provide such separation, the vendor should indicate this in its bid response and include a statement that the vendor will commit to work with the subcontractor to develop that capability during the initial contract period.*

### **CTVRS Website**

Hamilton will maintain and publicize a CTVRS website and toll-free service with user and potential user information for Pennsylvania. Information such as the following will be listed on this website:

- Description of CapTel
- Explanation of how to use CapTel
- Links to the PUC's website and to the PUC's Telecommunications Device Distribution Program (TDDP) website
- CapTel telephone numbers
- Contact information for Hamilton
- Detailed complaint information

Hamilton will provide a link to Captioned Telephone, Inc.'s website on the CTVRS website. Information such as the following is listed on CapTel's website at [www.captionedtelephone.com](http://www.captionedtelephone.com):

- How to get CapTel
- How CapTel Works
- Benefits of CapTel
- CapTel Specifications
- 2-Line CapTel information
- Frequently Asked Questions
- Customer Service Information
- Instructions on using the CapTel phone
- CapTel user's manual
- CapTel + 911

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Hamilton is unable to provide call minute separation for complaint/escalation and website/user information activities performed through CapTel service. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton estimates spending 16 marketing staff hours to implement the CTVRS website.

*w. Maintain and publicize informational materials for users on contractor, Commission, and FCC complaint and complaint escalation procedures sufficient for users to know the proper procedures for filing or escalating complaints.*

Hamilton will maintain and publicize information on the CTVRS website for users on Hamilton, PUC, and FCC complaint and complaint escalation procedures.

## Description of Complaint Procedures on CTVRS Website

Hamilton's Complaint Resolution procedures and FCC complaint processes will be described on the CTVRS website.

**The CTVRS website will include the following language or can be changed if so desired:**

**To complain about a CTVRS call, please contact:**

### **CapTel Customer Service**

By CapTel Phone or voice: 888-269-7477

By TTY: 800-482-2424

By FAX: 608-238-3008

Email: [CapTel@CapTelMail.com](mailto:CapTel@CapTelMail.com)

By Mail:

Ultratec, Inc.

Attn: CapTel Customer Service

450 Science Drive

Madison, WI 53711

**OR**

### **Hamilton Relay Customer Service**

By CapTel phone, Voice or TTY: 800-618-4781

By Fax: 402-694-5110

E-mail: [info@hamiltonrelay.com](mailto:info@hamiltonrelay.com)

By Mail:

Hamilton Relay Customer Service

P.O. Box 285

Aurora, NE 68818

If they are unable to resolve the complaint to your satisfaction, contact your State Relay Administrator. If your complaint remains unresolved, you may contact the Consumer Information Bureau at the FCC. The FCC will investigate your complaint and determine a course of action. If you remain unsatisfied, you may submit a formal, written complaint to:

FCC Enforcement Bureau  
Telecommunications Consumer Division  
Washington, D.C. 20554

Hamilton estimates spending 40 marketing staff hours to implement.

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**IV-3. COMMUNICATION ASSISTANT (CA) STANDARDS.** *The proposal should provide details as to the methods of meeting the following minimum CA standards:*

- a. CAs must have the requisite experience, expertise, skills, knowledge, and education and be adequately trained to accurately caption in a professional manner the words spoken by the hearing party without intervening in the communication between the parties.*

All CapTel CAs are required to have the requisite experience, expertise, skills, knowledge and education and are adequately trained to accurately caption in a professional manner the words spoken by the hearing party without intervening in the communication between the parties. CTI has a detailed CA training plan in place to ensure that all standards as applied by the FCC to the provision of CapTel are met by each CapTel CA. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, they may be removed from the training group and employment terminated.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

- b. CAs must keep the existence and content of all calls confidential and must not maintain any records of conversation content in any form. Paper and/or electronic storage of any communications conducted over the relay will not be permitted in order to safeguard confidentiality. Confidentiality of communications obligations survive the termination of this contract. Prospective contractors must provide a copy of the confidentiality agreement that CAs will be asked to sign.*

Hamilton ensures that all CAs will adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. Hamilton will collect only that personal information necessary to provide and bill for the CapTel Relay service being rendered. Following is a Confidentiality Agreement that all CAs are required to sign prior to taking any live calls.

### **Confidentiality Agreement**

Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

A Captionist may feel the need to "vent" about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of

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management (as long as it wasn't their call) in a private area. Clarify before the conversation you wish to "vent" about a call.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy.

CA s do not maintain any records of conversation content in any form. Paper and/or electronic storage of any communications conducted over the relay are not be permitted in order to safeguard confidentiality. Hamilton understands that confidentiality of communications obligations survive the termination of this contract.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

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**I HAVE READ THE FORGOING AND AGREE AS FOLLOWS:**

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- I will not act upon any information received while processing a CapTel call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will NOT reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I understand a breach of any part of this agreement may result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position.

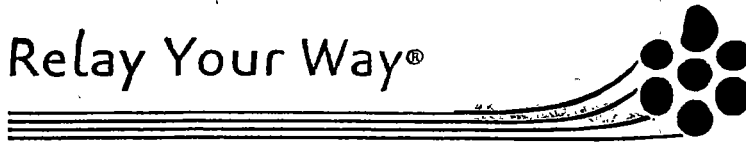
Employee Name \_\_\_\_\_

Date \_\_\_\_\_

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- c. *CAs must meet or exceed the current FCC standards for TRS minimum transcription speed.*

CapTel CAs are required to maintain a proficiency level of 130 WPM speed of transcription with a 2% or less Error Rate and 98% accuracy requirement in a testing environment. This information, listed in the CapTel Summary Report under the heading titled CapTel CA Statistics will be reported monthly to the PUC.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

- d. *CAs shall not limit the length of a call or limit the number of calls and shall stay with the call for a minimum of ten (10) minutes when answering and placing a call.*

CapTel CAs do not limit the length of a call and will stay with the call for a minimum of ten minutes when answering and placing a call.

Hamilton ensures compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:

- 1) More than 10 minutes past scheduled break or lunch time
- 2) More than 10 minutes past the end of a shift
- 3) CA is observed having extreme difficulty processing the call
- 4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call

The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the CapTel user. Just prior to the change in CA a message is sent to the CapTel user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

- e. *CAs shall not disconnect a call against the wishes of the originating and*

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*terminating parties but shall have a supervisor take over the call if necessary.*

CA's will not disconnect a call against the wishes of the originating and terminating parties, but will have a supervisor take over the call if necessary.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

*f. CAs will transfer any emergency call to the appropriate PSAP. In addition, the CA must pass along the caller's telephone number to the PSAP operator when a caller disconnects before being connected to emergency services.*

Due to the nature of CapTel technology, the requirement to establish and maintain appropriate contacts and connectivity with the Pennsylvania Public Safety Answer Points (PSAPs) does not apply.

911 calls with a CapTel phone connect directly to the PSAP. The PSAP receives the caller's ANI directly from the network. The captioning service and CA are not involved in the connection to 911 and, therefore, do not need to pass along the caller's ANI.

911 calls placed using one-line CapTel are not routed through the captioning service – the CapTel user connects directly to the PSAP in VCO mode on the CapTel phone. Therefore, the captioning center is not involved in any way and is therefore unable to pass along a caller's ANI to the local PSAP. However, since the caller dialed 911 direct, the 911 center receives ANI information just as they would on any other call.

When calling 911 in emergency situations using 2-Line CapTel, one line is routed directly to the appropriate 911 center and the second line is routed to the captioning center. This allows the user to receive captions on one line and hear the conversation as well as be connected directly to the 911 center. The 911 center receives the caller's ANI information directly from the network in the same way as a non-CapTel call.

Please see previously in this Tab in Section 2.1 for more information regarding the 911 process via CapTel.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

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**IV-4. CTVRS USER EQUIPMENT.** *The proposal should provide details as to the methods of meeting the following minimum equipment standards:*

*a. CTVRS must be compatible with the existing population of captioned telephones in use in Pennsylvania. This includes the existing CapTel Trial equipment and Interim Service equipment. If this is not technically feasible, prospective contractors must explain how change out of the existing equipment would occur.*

Hamilton's provision of CTVRS will make use of the Captioned Telephone, developed by Ultratec, Inc., which is the same equipment used by the existing population of captioned telephones in use in Pennsylvania.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

*b. CTVRS users must be kept informed of the status of the call through the equipment display window, such as dialing, ringing, busy, disconnected, or on hold, throughout the call session. The system must provide feedback to callers regarding the call status within ten seconds after a caller has provided the number to call and continue to provide feedback until the call is answered or deemed not answered.*

The CapTel display provides word-for-word captions at all times during a call session, including the status of the call, such as dialing, ringing, busy, disconnected, or on hold, throughout the call session. The system will provide feedback to callers regarding the call status within ten seconds after a caller has dialed the number and will continue to provide feedback until the call is answered or deemed not answered.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

*c. User equipment must be capable of being moved from one premises to another by the user.*

The CapTel phone can be moved from one premises to another by the user.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

*d. The contractor is responsible for ALL matters relating to user equipment, except with regard to the equipment used by consumers who qualify for the Telecommunications*

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*Device Distribution Program (TDDP or TDD Program) equipment distribution. (See 35 Pa. C.S. § 6701.3).*

### As discussed in the State's Summary of Pre-proposal Conference

*A clarifying question was raised by Sprint: Whether the contractor was expected to provide end user equipment under the contract for customers not covered by TDDP?*

*The following response was offered: No, the vendor is expected to be part of the procurement stream of activity and an enabler to enhance the program. They are not expected to inventory equipment. However, they are expected to be involved in referrals and could provide or negotiate discounts on behalf of CTVRS customers who are not eligible for TDDP distribution. The vendor is viewed by the Commission as a partner in this program to assure quality responsive service to the users.*

- e. Efforts should be made to seek the best price on the equipment to be sold to the residents of Pennsylvania. This includes the options of refurbished equipment and bulk purchasing of equipment.*

Hamilton will promote the distribution of CapTel phones to potential CTVRS users to assure quality responsive service to users.

In order to provide the best price on equipment, Hamilton will arrange, for a limited time only, to make CapTel™ phones available for just \$99.00 (normally a retail value of \$495) to those who do not qualify under the TDDP program. End users can make use of a 90-day trial period, which guarantees that if end user is not entirely happy with CapTel, s/he can return the phone for a full refund within 3 months. To obtain a CapTel™ phone, end users simply submit a completed order form to WCI (Weitbrecht Communications, Inc.). Orders are fulfilled by WCI on a first come first serve basis. Hamilton will make order forms available via the CTVRS website and Customer Service.

Refurbished units are offered on a very limited basis depending on availability. Units are sold directly through WCI. In addition, WCI sells the units to the TDDP program.

Hamilton estimated approximately 5 Contract Management hours per month will be associated with completion of this task.

- f. Except with regard to consumers who qualify for the TDD Program, the user will be responsible for the cost of user equipment. No user equipment costs are to be rolled into the MOU rate.*

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Hamilton has included the cost of the \$99 offer in its MOU rate. If the \$99 is not desired, Hamilton will subtract the cost of this offer from its per minute MOU.

There is no time estimate associated with completion of this task.

g. *Prospective contractors must detail their warranty and maintenance plans for user equipment.*

Following is the warranty offered with the CapTel phone.

#### Ultratec One Year Limited Warranty

##### Warranty terms:

Ultratec shall repair or replace a defective Product, at Ultratec's option, free of charge if returned to Ultratec, freight prepaid, within one year after the Product has been shipped to Purchaser, provided, however, that Purchaser shall give Ultratec written notice within said time period of the fact of such defective product and shall also indicate in writing the nature of the defect upon returning the defective product to Ultratec.

This warranty covers defects in materials and workmanship only. It does not cover damage caused by accidents, defects or damage resulting from misuse, abuse, or disregard for reasonable care, or damage caused by subjecting the product to unspecified electrical voltage or attaching inappropriate device.

Other than as stated herein, there are no other warranties, whether by sample or model, by description or quantity, whether expressed or implied, and there are no implied warranties of fitness for a particular purpose or of merchantability.

This warranty shall be limited to the foregoing obligations of Ultratec and specifically excludes any incidental or consequential damages resulting from defects in the product.

Warranty service is available at :      National Service Center  
    Ultratec, Inc.  
    450 Science Drive  
    Madison, WI 53711  
    608-238-5400 Voice/TTY

In the case that the product is shipped to an Ultratec service center for warranty service, the owner is responsible for payment of shipping charges. Because damage during shipment is not covered by this warranty, the product should be insured for shipment by the owner.

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## Four Year Limited Warranty Extension

### Warranty terms:

Same as described above with one exception. It does not cover battery replacement.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

*h. Prospective contractors must detail plans for upgrading user equipment.*

The company that developed the CapTel phone does from time to time make software upgrades available for user equipment. Software upgrades can usually be done automatically over the telephone line. Hamilton will notify the PUC and users of any CapTel upgrades that are available.

As discussed previously in this Tab, CapTel technology was developed by Ultratec, Inc., the parent company of CTI. **CTI is the sole source provider for CapTel service in the United States.** Further in this section is Ultratec's technology timeline, which clearly demonstrates its ability to adapt to improvements in CapTel technology and to implement state-of-the-art technology in providing the service.

### Plans to Inform the State of Technological Advances

Hamilton will notify the PUC 7 days in advance of any change in the CapTel service which is likely to affect more than 5% of all registered CTVRS users provided that such changes in the CapTel Service are known at least 20 days prior. For other changes which will affect users, Hamilton will give at least 2 days notice, provided such changes are known to CTI at least 10 days prior.

Hamilton will use a variety of communication methods to inform the PUC and users of new developments or products such as formal letters, e-mail, (or phone conversations with the PUC) when appropriate.

### CapTel Technology

CapTel technology was developed by Ultratec, Inc., the parent company of CTI. **CTI is the sole source provider for CapTel service in the United States.** Following is Ultratec's technology timeline, which clearly demonstrates its ability to adapt to improvements in CapTel technology and to implement state-of-the-art technology in providing the service.

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## The Quality Leader

Since 1978, Ultratec has been listening to people who use TTYs to design better, faster, and less expensive ways of connecting people with people. By putting the customer's needs first, Ultratec has grown to become the world's largest manufacturer of TTYs. Today, Ultratec TTYs are recognized worldwide as the standard for excellence in text telecommunications.

## Advanced Technology/Ultratec Inventions

For more than 27 years, Ultratec has pioneered the way in text telecommunications technology, inventing new ways for people to communicate with one another. Ultratec's numerous patents attest to its ongoing commitment to research and development.

## Ultratec's Technological Innovations-Technology Timeline

Please visit Ultratec's website at <http://www.ultratec.com/info/GenHistTime.html> for a detailed Technology Timeline that itemizes by year all of Ultratec's technological inventions from 1978 to 2005. Below is information taken from Ultratec's website highlighting the technological invention of CapTel beginning in the year 2000.

**2000...**Consumer testing begins on CAPTEL, or Captioned Telephone, a new breakthrough that allows people who have difficulty understanding what is being said over the telephone to receive live captions of their telephone conversations. CapTel is the key to making telephone calls functionally equivalent to traditional voice calls, enabling people who are deaf or hard of hearing to enjoy telephone conversations with the same ease, speed, and confidence as telephone callers everywhere...

**2002...**Consumer testing continues on CapTel throughout the United States, with more and more states conducting consumer trials over the course of the year. In recognition of its adoption of Ultratec's CapTel and Fastran technology, the state of Wisconsin receives the NASCIO Recognition Award for Outstanding Achievement in the field of Information Technology...

**2003...**CapTel technology is APPROVED BY THE FCC, enabling individual states to offer CapTel as part of their relay services. In announcing the decision, FCC Chairman Michael Powell states that CapTel "brings important innovation and additional choice to Americans with hearing disabilities." Ultratec develops 2-line CapTel, offering CapTel users even greater flexibility/control over their own calls...

**2004...**In January, Hawaii becomes the first state to offer FULL SERVICE CAPTEL to its Relay customers. Many more states convert from consumer trials to full service CapTel over the course of the year. By December, the majority of states, nationwide, offer full service CapTel as part of their standard relay service. CapTel service is also available nationwide through the Federal Relay Service...

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2005...Expansion underway at Ultratec's Communications Research Center as interest and demand for CapTel service continues to soar..."

Because Hamilton and its subcontractor are continually researching technological advancements it is difficult to predict the number of staff hours that will be spent on the development of technology.

- i. *Contractors may not impose any unreasonable barriers on customer-provided user equipment.*

The only equipment that works with this service is the CapTel phone.

- j. *End users shall have the option of either single-line or 2-line service.*

CTVRS users will have the option of using either One-Line and Two-Line CapTel Service. Please see the following Section for a description of both services.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

- k. *Prospective contractors must provide a detailed description of the operation of their 2-line CTVRS as contrasted with single-line CTVRS.*

Following is a description of the benefits of using 2-Line CapTel as well as how it works.

### 2-Line CapTel Service

2-Line CapTel Service truly enhances the functional equivalency and quality of CapTel Service. 2-Line CapTel benefits users because calls are direct between parties. 2-Line CapTel also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (\*69). Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office. Users also benefit because captioning is available on emergency 911 calls and there is no separate telephone number for voice callers to remember.

By using two telephone lines, the CapTel users listen to their conversation on one line while receiving typed text from the captioning service on the other line. When a CapTel user receives a call, the standard phone user will simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service. When calling 911 in

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emergency situations, the 2-Line CapTel users' call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

### Requirements for 2-Line CapTel Service

- A CapTel telephone (Model 200)
- Two analog telephone lines with separate telephone numbers are required. The second line cannot merely be an extension line.
- Individuals must configure the CapTel phone in order for 2-line CapTel service to be enabled. It will not automatically switch to 2-Line mode.

These instructions are included in the CapTel User Manual as well as on the CapTel Website.

### Dialing 911 in an Emergency – Two-Line CapTel

When calling 911 in emergency situations using 2-Line CapTel, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line

### Dialing 911 in an Emergency – Single Line CapTel

When calling 911 in emergency situations, the single line CapTel users' call will be automatically routed to the appropriate 911 center because the call was placed from the users home line. 911 calls will not be routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are not captioned in the same manner that regular CapTel calls are because the call is not routed through the CapTel Captioning Service.
- Emergency 911 calls are treated as VCO calls during which the 911 call-taker can hear everything the CapTel user says, and then types their response (on a TTY) that appears on the CapTel display screen.
- The CapTel user speaks directly into the handset, as with any other CapTel call. The 911 call-taker will hear everything the CapTel user says. The CapTel user will not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the CapTel display screen.
- Emergency 911 Services will know the ANI caller and be able to locate the individual and send appropriate help, based on the location from which the CapTel call is placed.